

OLYMPIC OVAL  
**VOLUNTEER HANDBOOK**  
2019-2020 SEASON



## GENERAL INFORMATION

The Olympic Oval first opened its doors in 1987 in preparation for the 1988 Olympic Winter Games. Each year, the Olympic Oval hosts both long and short track speed skating competitions at all levels, from grass roots up to international competitions. We are a world class facility and pride ourselves in hosting world class competitions.

The Olympic Oval and the City of Calgary has a rich history of volunteerism spanning over 30 years.

We could not host these events without the support of our **amazing volunteers**.

### 2019/2020 SPEED SKATING SEASON SCHEDULE

|                         |                                      |
|-------------------------|--------------------------------------|
| August 17 – 18, 2019    | Oval Trophy (ST)                     |
| August 23 – 25, 2019    | Summer Classic (LT)                  |
| September 19 – 22, 2019 | Fall Classic (LT)                    |
| September 28, 2019      | SDS #1 (ST)                          |
| October 12 – 13, 2019   | Skate TEC WEC #1 (Oktoberfest) (ST)  |
| October 17 - 20, 2019   | Cdn Champs/Oval International (LT)   |
| November 8 - 10, 2019   | CanAm (LT)                           |
| November 16, 2019       | SDS #2 (ST)                          |
| Nov 29 – Dec 1, 2019    | Junior Canadian Championships (ST)   |
| December 7, 2019        | SDS #3 (ST)                          |
| January 2-5, 2020       | Cdn Jr Championships/Can Cup #2 (LT) |
| February 22 – 23, 2020  | Skate TEC WEC #3 (ST)                |
| Feb 29 – Mar 1, 2020    | World Masters Sprint (LT)            |
| March 13 - 15, 2020     | Grand Prix (LT)                      |
| March 13 - 15, 2020     | Canadian Selections (ST)             |
| March 19 - 22, 2020     | Finale/Canada Cup #4 (LT)            |

All volunteers at the Olympic Oval are required to complete the University of Calgary Volunteer Occupational Health and Safety Orientation. This is completed online but you must first have a UCID number. This is obtained by completing an application.

The Olympic Oval uses an online sign-up system for each competition. The link for each competition is available on our website [oval.ucalgary.ca](http://oval.ucalgary.ca)

Once a volunteer is on the Olympic Oval Volunteer Mailman list, they will receive an email when we are looking for volunteers for competitions with the date of the competition and the online signup link.

## PARKING

Parking is provided for volunteers in Lot 10. Prior to the competition, information will be emailed to you identifying which lot you will be parking in and the access code. Please ensure you print a receipt.

Directions on using the parking pin code:

1. Press the yellow button beneath the word *Code* on the display.
2. Enter the parking code that you have been issued.
3. Press the check mark – the green button beside the yellow buttons.
4. The machine will say *Account Valid* and prompt the customer to enter their license plate number.
5. Once the license plate number has been entered, press the check mark.  
Press the yellow button below the word *prepaid* on the display screen.
6. The ticket will print with the amount paid showing as: *PREPAID*

### General Information for Volunteers:

Once a volunteer has signed up for a competition, they will receive an email a few days prior to the competition, giving the times of the competition and the parking code. Volunteers are asked to be at the Oval approximately half an hour prior to start time. For long track competitions, we meet in the Olympic Oval Lounge. For short track competitions we meet in Room 54 which is located at ice level, beside the Skate Shop.

## VOLUNTEER POSITIONS

Volunteers required for a long track competition held at the Olympic Oval include the following:

- Referees
- Starters
- Lap Recorders
- Clerk of the Course
- Result Processing
- Announcer
- Electronic Timer
- Photo Finish
- Manual Timer
- Manual Recorder
- Drug Chaperone
- Lounge Host

It depends on the competition which volunteers are required, (i.e. we don't require chaperones at a regional or local competition).

Volunteers required for a short track competition held at the Olympic Oval include the following:

- Referee
- Starter
- Competitor Steward
- Lap Recorder
- Track Steward
- Water Platform
- Manual Timer
- Photo Finish/Electronic Results
- Clerk of the Course
- Results Processor

# VOLUNTEER DESCRIPTIONS FOR COMPETITIONS

## Long Track

- **Officials (Referees): (4)** Officiates the competition (trained position).
- **Officials (Starters): (2)** Starts each heat of the competition (trained position).
- **Lap Recorders: (1 or 2)** Counts down the laps, rings the bell indicating the last lap.
- **Clerk of the Course: (1 or 2)** Hands out arm bands at the start line, checks athletes in prior to their race.
- **Results Processing: (1 or 2)** Receives results from electronic and manual timers, checks for accuracy then prints and distributes results (trained position).
- **Announcers: (1)** Provides information to the public and athletes during the competitions.
- **Electronic Timers: (1)** Runs the electronic timing computers (trained position).
- **Photo Finish: (1)** Records pictures of finishing times via the photo finish camera (trained position).
- **Manual Timers: (Minimum 4 timers and 1 chief)** Times skaters laps and finishing times. Back up for electronic timing. Chief timer must be certified.
- **Recorder: (1)** Records manual times.
- **Drug Chaperone: (Minimum 1 male, 1 female)** remains with the athletes waiting for anti-doping testing until CCES staff take over to perform the test.
- **Lounge Host: (1)** Attends to the volunteer room, ensures food and beverages are ready for volunteers, officials and coaches during breaks in the competition.

## Short Track

- **Officials (Referees): (3)** Ensures fair play during races (trained position).
- **Officials (Starters): (2)** Starts each heat (trained position).
- **Officials (Competitor Steward): (1)** Determines heats/finals. Controls timing of the races.
- **Lap Recorders: (2)** Counts down laps. Rings bell indicating last lap.
- **Track Stewards: (4)** Replaces blocks on the track, maintains ice during competition. Must be a competent skater, familiar with short track speed skating. This is a trained and *paid position*.
- **Water Platform: (1)** Fills the water buckets for the track stewards.
- **Manual Timers: (5 plus 1 chief)** Backs up electronic timing.
- **Photo Finish/Electronic Results: (2)** Runs the electronic timing computer (trained position).
- **Marshall: (1)** Ensures athletes are on and off the ice in a timely manner. Distributes and collects helmet covers.
- **Results Processor (1):** Assist the Competitor Steward. Copies and distributes results to the coaches, officials, competitors and the public.

## FREQUENTLY ASKED QUESTIONS

### **Question: How do I volunteer?**

Answer: Contact the Volunteer Coordinator at [ovalvol@ucalgary.ca](mailto:ovalvol@ucalgary.ca) to get your name on the volunteer email list. Emails go out approximately one month prior to each competition providing volunteers with the link to the online sign up. You can sign up at that time.

### **Question: If I sign up, what is the time commitment?**

Answer: You can volunteer for as many shifts as you would like. There is no maximum or minimum number of shifts. We do appreciate if volunteers can do a full shift from 9 AM to 4 PM. However, we also understand if you can only do a morning or afternoon shift.

### **Question: What is the dress code?**

Answer: If it is not a World Cup or World Championship, we have no specific dress code. Just make sure you are wearing comfortable and warm clothing.

### **Question: Are meals provided?**

Answer: Yes, coffee, snacks and full meals are provided. Let the Volunteer Coordinator know if you have any food restrictions/allergies.

### **Question: As a student, can I put my volunteering down on my resume or use it as a reference?**

Answer: Yes, we are always happy to provide references for our volunteers.

### **Question: Something has come up and I can no longer volunteer for a shift I signed up for. What do I do?**

Answer: Call Dawn Brown at **403-585-6155** as soon as you know if you are unable to volunteer. Alternatively, call the Olympic Oval front desk at **403-220-7954**.

## EMERGENCY RESPONSE PLAN

In the event of an emergency, it is important that you are familiar with the **Olympic Oval Emergency Response Plan**.

Please review and familiarize yourself with the procedures below.

Should you notice an unsafe or potentially hazardous condition, please notify the Volunteer Coordinator or member of the Operations Team immediately.

### CONTACT INFORMATION

Dawn Brown  
Volunteer Coordinator  
Office Phone: 403-220-8003  
Cell Phone: 403-585-6155  
Fax: 403-284-4815  
Email: ovalvol@ucalgary.ca

### Fire Alarm

- When the building goes into alarm, white strobe lights will flash and a loud audible alarm will sound.
- This activates all Oval staff as each has a specific job. ABIDE by their directions.
- If not on the ice, evacuate the building immediately and gather at the atrium in KNB and wait for instruction from Campus Security or the Fire Department.
- If on the ice, you must immediately stop all activity and prepare to evacuate. Gather in one of the marked areas on the illustration below ready to evacuate, and wait for instruction from the Sr. Warden or Operations team.
- Always evacuate immediately if smoke or flames are visible

### Ammonia Alarm Stage 1

- Blue flashing lights on the west side of the building.
- Ammonia has been detected but not at a serious level.

- Sr Warden or Operations will contact Campus Security 220-5333

### Ammonia Alarm Stage 2

- The fire alarm will activate. White strobe lights and the audible alarm.
- Ammonia level is serious enough to require building evacuation.
- Evacuate immediately to KIN B. ALWAYS evacuate to the EAST of the building.

### Injury Procedure

- Ensure ABC: Airway, Breathing, Circulation.
- If a trainer or EMT is onsite they will be the first responder; Operations will assist.
- If no trainer or EMT contact Operations through in-house radio (located North rink timing deck, South rink timer's bench or North-East corner of the Oval by the timing deck stairs.
- CALL 911 DIRECTLY IF LIFE THREATENING. Operations needs to be made aware: this will reduce response time.
- Operations is always required to fill out an accident report which is inputted into OARS (online accident reporting system).
- DO NOT DRIVE INJURED PERSONS TO THE HOSPITAL.

### Power Outage

- There is emergency lighting in all areas of the Oval including dressing rooms and the tunnel. Stay calm if the power goes out; emergency lighting comes on a few seconds after power goes out.
- Suspend all activity and clear ice surfaces.
- For longer expected power outages Operations staff will instruct athletes/public /staff to evacuate to Kinesiology.

## **Robbery Procedure**

- Telephone the CPS immediately once safe to do so (911).
- Have someone else contact Campus Security by telephoning 220-5333.
- Close and lock all doors to the premises to maintain the scene.
- Attempt to hold or identify any possible witnesses.
- DO NOT discuss the incident with anyone and ask all witnesses to do the same.
- DO NOT leave the scene.
- Notify the Manager on Duty.

## **Theft Procedure**

- Secure your belongings to prevent thefts.
- If something is stolen, stay calm.
- Contact Operations or Guest Services immediately.
- Campus Security will be called to file a report.
- Have your UCID ready and make a list of everything that was taken with thorough descriptions of everything.
- Oval staff and Campus Security are there to help you



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